

To help us improve customer service . . .

## TELL US HOW WE'RE DOING



**To Vermont Employers:** Making sure you received quality service from the Unemployment Insurance and Wages Division is a top priority. We encourage you to take this opportunity to tell us how we are doing, as your opinions and suggestions are important.

Please take a few moments to complete the survey below about the quality of service you received from the Unemployment Insurance and Wages Division, and return to: Vermont Department of Labor, Attn: Valerie Rickert, P.O. Box 488, Montpelier, VT 05601-0488.

**Very Satisfied    Satisfied    Not Satisfied    No Opinion**

1. Answering my questions about:

a. Quarterly Wage & Contribution  
Reports and Payments

☐☐☐☐

b. Benefit Claims of Former Employees

☐☐☐☐

2. Ease of completing forms and reports.

☐☐☐☐

3. Promptness of staff response.

☐☐☐☐

4. Knowledge of staff.

☐☐☐☐

5. Professionalism of staff.

☐☐☐☐

6. Clarity of written instructions from the  
Unemployment Insurance and Wages Division.

☐☐☐☐

7. Clarity of written correspondence.

☐☐☐☐

8. I rate the overall quality of service provided by the Vermont Department of Labor's Unemployment Insurance and Wages Division to be:

☐ Excellent

☐ Good

☐ Adequate

☐ Poor

9. Here are some suggestions and comments I would like to make: \_\_\_\_\_

\_\_\_\_\_

10. My contact with the Unemployment Insurance and Wages Division is for: *(please check all that apply)*

☐ Completing Quarterly Tax Forms

☐ Fraud/Overpayment of a Claim

☐ Former Employee's Claim

☐ Quality Control Audit of Claimant

☐ Payment/Refund of Taxes

☐ Tax Audit

☐ Reports Processing/Delinquency

☐ Other

☐ Please check here if you would like someone from the department to contact you. Please provide your name and telephone number below.

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_